

Amendments to the Claims:

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Previously Presented) A product maintenance method for processing maintenance of a product, comprising:

receiving information regarding a repair request for a product from a terminal of a user who uses the product via the Internet;

transmitting screen information with regard to repair conditions set for repairing the product to the terminal of the user via the Internet; and

receiving information regarding an agreement to the repair conditions and a repair request for the product from the terminal of the user via the Internet.

2. (Previously Presented) A product maintenance method according to claim 1, further comprising:

transmitting information for displaying an input screen to enable entry of user information including information with regard to a product to be repaired to the terminal of the user via the Internet;

receiving the user information from the terminal of the user via the Internet;

assigning a repair order ID corresponding to the repair request;

storing the user information in a storage device together with the repair order ID; and

transmitting information indicating the repair order ID to the terminal of the user via the Internet.

3. (Currently Amended) A product maintenance method for processing a maintenance of a product, comprising:

storing data regarding various types of packing boxes suitable for different products in a database;

receiving information regarding a repair request for a product from a terminal of a user who uses the product via the Internet;

selecting a type of packing box corresponding to the product, the repair request for which has been received, based upon product information and the data stored in a the database; and

transmitting information instructing delivery of a packing box corresponding to the selected type of packing box to the user, to a server of a transport operator via the Internet.

4. (Original) A product maintenance method according to claim 3, further comprising:

transmitting information instructing that the product packed in the packing box be picked up from the user to the server of the transport operator via the Internet; and

transmitting information instructing delivery of the product that has been repaired to the user, to the transport operator via the Internet upon completion of repair of the product.

5. (Previously Presented) A product maintenance method for processing maintenance of a product, comprising:

receiving information regarding a repair request for a product from a terminal of a user who uses the product via the Internet; and

transmitting information regarding the product which enables a transport operator to select a packing box corresponding to the product the repair request for which has been received, and information instructing delivery of the selected packing box to the user, to a server of the transport operator via the Internet.

6. (Previously Presented) A product maintenance method according to claim 5, further comprising:

transmitting information instructing that the product packed in the packing box be picked up from the user to the server of the transport operator via the Internet; and

transmitting information instructing delivery of the product that has been repaired to the user, to the transport operator via the Internet upon completion of repair of the product.

7. (Previously Presented) A product maintenance method according to claim 6, further comprising:

transmitting information regarding an repair cost estimate for the product, the repair request for which has been received, to the terminal of the user via the Internet prior to starting a repair work;

obtaining information regarding a repair approval based upon the estimate from the user via the Internet; and

the repair cost estimate including a price of the packing box and a price of collecting and delivering the product.

8. (Previously Presented) A product maintenance method for processing maintenance of a product, comprising:

receiving information regarding a repair request for a product from a terminal of a user who uses the product via the Internet;

transmitting information regarding a repair cost estimate for the product, the repair request for which has been received, to the terminal of the user via the Internet; and

obtaining information regarding a repair approval based upon the estimate from the user via the Internet.

9. (Previously Presented) A product maintenance method according to claim 8, further comprising:

transmitting information regarding an estimate of a repair completion date to the terminal of the user together with the estimate for the repair cost.

10. (Previously Presented) A product maintenance method for processing maintenance of a product, comprising:

receiving information regarding a repair request for a product from a terminal of a user who uses the product via the Internet;

assigning a repair order ID corresponding to the repair request; and

transmitting information indicating the repair order ID to the terminal of the user via the Internet.

11. (Previously Presented) A product maintenance method according to claim 10, further comprising:

storing a repair progress status for the product at each stage including a delivery preparation status in a storage device in correspondence to the repair order ID; and

when an inquiry on the repair progress status is made from the terminal of the user by indicating the repair order ID via the Internet, obtaining the repair progress status corresponding to the repair order ID from the storage device and transmitting information regarding the repair progress status thus obtained to the terminal of the user via the Internet.

12. (Currently Amended) A product maintenance method for processing maintenance of a product, comprising:

receiving information regarding a repair request for a product from a terminal of a user who uses the product via the Internet;

transmitting information with regard to repair conditions set for repairing the product to the terminal of the user via the Internet;

transmitting screen information for displaying an input screen to enable entry of user information including information with regard to the product to be repaired to the terminal of the user via the Internet;

receiving information regarding an agreement to the repair conditions and the user information from the terminal of the user via the Internet;

determining to receive the repair request for the product;

assigning a repair order ID corresponding to the repair request;

storing the user information in a storage device together with the repair order ID;

transmitting information indicating the repair order ID to the terminal of the user via the Internet;

storing data regarding various types of packing boxes suitable for different products in a database;

selecting a type of packing box corresponding to the product, the repair request for which has been received, based upon product information and data stored in a the database;

transmitting information instructing delivery of a packing box corresponding to the selected type of packing box to the user, to a server of a transport operator via the Internet;

transmitting information instructing that the product packed in the packing box be picked up from the user, to the server of the transport operator via the Internet;

transmitting information regarding a repair cost estimate for the product, the repair request for which has been received, to the terminal of the user via the Internet prior to starting a repair work;

obtaining information regarding a repair approval based upon the estimate from the terminal of the user via the Internet;

storing a repair progress status for the product at each stage including a delivery preparation status in a storage device in correspondence to the repair order ID;

when an inquiry on the repair progress status is made from the terminal of the user by indicating the repair order ID via the Internet, obtaining the repair progress status corresponding to the repair order ID from the storage device and transmitting information regarding the repair progress status thus obtained to the terminal of the user via the Internet;

transmitting information instructing delivery of the product that has been repaired to the user, to the server of the transport operator via the Internet upon completion of repair of the product; and

transmitting information instructing that a repair fee be collected to a server of a repair fee collector via the Internet upon completion of the repair on the product.

13. (Canceled)

14. (Previously Presented) A product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business operator that is connected with a terminal of a product user, a server of a transport operator and a server of a repair fee collector via the Internet, wherein

the server of the product maintenance business operator executes:
processing for displaying repair conditions set for a product on a homepage on the Internet;

processing for inputting information from the product user indicating an agreement to the repair conditions and storing the information in a storage device; and

processing for assigning a repair order number and notifying the product user of the repair order number via the Internet.

15. (Currently Amended) A product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business operator that is connected with a terminal of a product user, a server of a transport operator and a server of a repair fee collector via the Internet, wherein

the server of the product maintenance business operator executes:
processing for storing data of different types of packing boxes corresponding to various types of products in a database;

processing for searching a type of packing box corresponding to a product, a repair request for which has been issued by the product user, from ~~a~~the database having stored therein the data of the different types of packing boxes ~~corresponding to various types of products;~~ and

processing for issuing a request to the transport operator for delivery of a packing box corresponding to the type of packing box that has been selected through a search to the product user via the Internet.

16. (Currently Amended) A product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business operator; and

a server of a transport operator, wherein:

the server of the product maintenance business operator and the server of the transport operator are connected with each other and are also connected with a terminal of a product user and a server of a repair fee collector, via the Internet;

the server of the product maintenance business operator transmits information indicating a type of product, a repair request for which has been issued by the product user, and a request for packing box delivery, to the server of the transport operator via the Internet; and

the server of the transport operator server stores data representing different types of packing boxes corresponding to various types of products in a database, and searches a type of packing box corresponding to the product, the repair request for which has been issued by the product user, from a the database having stored therein the data representing the different packing boxes corresponding to various types of products.

17. (Previously Presented) A product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business operator that is connected with a terminal of a product user, a server of a transport operator and a server of a repair fee collector via the Internet, wherein

the server of the product maintenance business operator executes:

processing for transmitting a repair cost estimate for the product, the repair request for which has been issued by the product user, to the product user in an electronic mail via the Internet; and

processing for receiving an approval of contents of the repair cost estimate and the repair request from the product user via the Internet.

18. (Previously Presented) A product maintenance business system according to claim 17, wherein

the server of the product maintenance business operator estimates a delivery completion date in addition to estimating a repair cost for the product and transmits the repair cost estimate with the repair completion date entered therein.

19. (Previously Presented) A product maintenance business system according to claim 17, wherein

the repair cost includes fees for a price of a packing box delivered to the product user and fees for delivering the packing box and delivering the product to be repaired.

20. (Previously Presented) A product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business operator that is connected with a terminal of a product user, a server of a transport operator and a server of a repair fee collector via the Internet, wherein:

the server of the product maintenance business operator assigns a repair order number and notifies the product user of the repair order number via the Internet upon receiving a repair order for a product from the product user via the Internet, and identifies the product under repair in correspondence to the repair order number when there is an inquiry from the product user.

21. (Canceled)

22. (Previously Presented) A product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business administrator that is connected with a terminal of a product user;

a server of a product repair service operator;

a server of a transport operator; and

a server of a repair fee collector, wherein the server of the product maintenance business administrator, the server of the product repair service operator, the server of the transport operator, and the server of the repair fee collector are connected via the Internet, wherein

the server of the product maintenance business administrator executes:

processing for displaying repair conditions set for a product on a homepage on the Internet;

processing for inputting information from the product user indicating an agreement to the repair conditions and storing the information in a storage device; and

processing for assigning a repair order number and notifying the product user of the repair order number via the Internet.

23. (Currently Amended) A product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business administrator that is connected with a terminal of a product user;

a server of a product repair service operator;

a server of a transport operator; and

a server of a repair fee collector,

wherein the server of the product maintenance business administrator, the server of the product repair service operator, the server of the transport operator, and the server of the repair fee collector are connected via the Internet, and wherein

the product maintenance business administrator server executes:

processing for storing data of different types of packing boxes corresponding to various types of products in a database;

processing for searching a type of packing box corresponding to a product, a repair request for which has been issued by the product user, from ~~a the~~ the database having stored therein the data of the different packing boxes corresponding to various types of products; boxes; and

processing for issuing a request to the transport operator for delivery of ~~the a~~ a packing box corresponding to the type of packing box that has been selected through a search to the product user via the Internet.

24. (Currently Amended) A product maintenance business system for offering product repair services, comprising:

a server of a product maintenance business administrator; and

a server of a transport operator, wherein:

the server of the product maintenance business administrator and the server of the transport operator are connected with each other and are also connected with a terminal of a product user, a server of a product repair service operator and a server of a repair fee collector via the Internet;

the server of the product maintenance business administrator transmits information indicating a type of a product, a repair request for which has been issued by the product user, and a request for packing box delivery to the server of the transport operator via the Internet; and

the transport operator server stores data representing different types of packing boxes corresponding to various types of products in a database, and searches a type of packing box corresponding to the product, the repair request for which has been issued by the product user, from ~~a the~~ the database having stored therein the data representing the different packing boxes corresponding to various types of products.

25. (Previously Presented) A product maintenance business system for offering product repair services, comprising:

- a server of a product maintenance business administrator that is connected with a terminal of a product user;

- a server of a product repair service operator;

- a server of a transport operator; and

- a server of a repair fee collector,

wherein the server of the product maintenance business administrator, the server of the product repair service, the server of the transport operator and the server of the repair fee collector are connected via the Internet, and wherein:

- the server of the product maintenance business administrator executes:

- processing for transmitting a repair cost estimate for the product, a repair request for which has been issued by the product user, to the product user in an electronic mail via the Internet; and

- processing for receiving an approval of contents of the repair cost estimate and the repair request from the product user via the Internet.

26. (Previously Presented) A product maintenance business system according to claim 25, wherein

- the server of the product maintenance business administrator estimates a delivery completion date in addition to estimating a repair cost for repairing the product and transmits the repair cost estimate with the repair completion date entered therein.

27. (Previously Presented) A product maintenance business system according to claim 25, wherein:

- the repair cost includes fees for a price of a packing box delivered to the product user and fees for delivering the packing box and delivering the product to be repaired.

28. (Previously Presented) A product maintenance business system for offering product repair services, comprising:

- a server of a product maintenance business administrator that is connected with a terminal of a product user;

- a server of a product repair service operator;

- a server of a transport operator; and

- a server of a repair fee collector,

wherein the server of the product maintenance business administrator, the server of the product repair service operator, the server of the transport operator and the server of the repair fee collector are connected via the Internet, and wherein:

the server of the product maintenance business administrator assigns a repair order number and notifies the product user of the repair order number via the Internet upon receiving a repair order for a product from the product user via the Internet, and identifies the product under repair in correspondence to the repair order number when there is an inquiry from the product user.

29. (Currently Amended) A computer-readable computer program product containing a program for product maintenance processing, the program comprising:

an instruction for storing data with regard to various types of packing boxes suitable for different products in a database;

an instruction for receiving a repair request for a product from a terminal of a user who uses the program via the Internet;

an instruction for selecting a type of packing box corresponding to the product, the repair request for which has been received, based upon product information and the data stored in the database; and

an instruction for transmitting information instructing delivery of a packing box corresponding to the type of packing box that has been selected to the user to a server of a transport operator via the Internet.

30. (Previously Presented) A computer-readable computer program product according to claim 29, wherein

the computer-readable computer program product is a recording medium on which the program is recorded.

31. (Original) A computer-readable computer program product according to claim 29, wherein:

the computer-readable computer program product is a carrier wave in which the program is embodied as a data signal.